



9/11 MENTAL HEALTH AND SUBSTANCE ABUSE PROGRAM: SUMMARY

PROGRAM GOAL

American Red Cross and The September 11th Fund are working together to meet the mental health needs of those directly affected by the tragedy:

- at minimal cost to the individual
- by a licensed provider
- wherever they are in the United States

The program:

- is administered by the Mental Health Association of New York City
- is the primary payment source for those who have no insurance or other resources
- covers up to \$3,000 per covered individual, or 32 visits
- covers related out-of-pocket expenses for those who have existing mental health insurance
- is retroactive to September 11, 2001

HOW TO ENROLL

- By phone: callers can confirm their eligibility by calling LifeNet, 24-hour multi-lingual hotlines operated by the Mental Health Association of New York City:
 - LifeNet: 1-800-LIFENET (1-800-543-3638)
 - Spanish Language LifeNet: 1-877-AYUDESE (1-877-298-3373)
 - Asian LifeNet: 1-877-990-8585
 - TTY 1-212-982-5284
- Online: www.9-11MentalHealth.org.
- Via the Red Cross: Enrollment may also be initiated by the affected individual or a family member, through their Service Coordinators, American Red Cross Family Support Specialist or by calling the Red Cross Client Assistance Center (877-746-4987).

WHO IS ELIGIBLE?

- Immediate and extended family members of someone who died on September 11, 2001
- People seriously physically injured on September 11, 2001 and their family members
- People evacuated from the area south of Chambers St. in lower Manhattan or the Pentagon, and their family members
- People who worked in the area south of Chambers St. in lower Manhattan or at the Pentagon, whether or not they were present at work on September 11, 2001, and their family members
- People who worked at or in the vicinity of the World Trade Center who lost a job or are underemployed (earning 70 percent or less than their pre 9/11 salary) and their family members
- People who worked at Ronald Reagan National Airport who lost a job or are underemployed (earning 70 percent or less than their pre 9/11 salary) and their family members
- People who lived South of Canal Street in lower Manhattan on September 11, 2001 who had access to their homes disrupted
- Rescue and recovery workers who were officially deployed to the Ground Zero, Fresh Kills, Pentagon, and Shanksville, Pennsylvania disaster sites, and their family members; staff deployed to the Manhattan Medical Examiner's Office (City Morgue), the Shanksville morgue, or the Dover Air Force Base morgue; and the fire and police dispatchers responsible for deploying personnel to any of the three disaster sites on September 11, 2001, and their immediate family members

- A child and/or the family of child who attended a school south of Canal Street in lower Manhattan and other schools in the area

WHAT TREATMENTS ARE COVERED?

- Outpatient mental health assessment and treatment including individual, group, couples and family counseling
- Psychotropic medications
- Alcohol or substance abuse detoxification, counseling, or outpatient rehabilitation
- Auricular acupuncture for treatment of substance abuse and other mental conditions
- For children through age 21, up to eight hours of psychological testing and/or evaluation
- Inpatient hospitalization and/or substance abuse treatment (applicable to some clients)

WHO CAN PROVIDE TREATMENT?

Professionals who are licensed for independent clinical practice in the state in which he or she provides services, or employees of licensed mental health or substance abuse programs. Eligible professions include:

- Physicians
- Psychologists
- Social workers
- Marriage and family counselors
- Professional counselors
- Nurse practitioners
- Certified alcoholism and substance abuse counselors
- Board certified art therapists
- Licensed acupuncturists

HOW DOES IT WORK?

- Preliminary eligibility is determined and an American Red Cross or Mental Health Association of New York City staff member calls the client to confirm benefits and gather necessary information to process claims.
- People with insurance follow the guidelines of their policies to select a licensed practitioner.
- People with or without insurance may request referrals either to licensed clinics or to qualified private practitioners from the LifeNet hotline. Some practitioners have agreed to bill the program directly rather than requiring payment from clients.
- A benefit card is issued and information about submitting claims for both individuals and professionals is provided.

SUMMARY

- The American Red Cross and The September 11th Fund are sharing the costs of this program to help as many people as possible who were affected by the 9/11 attacks.
- Eligibility and benefits are confirmed by the Red Cross or the Mental Health Association of New York City.
- Only licensed professionals may provide treatment.
- Clients must use existing resources first, such as private insurance if available.
- If a client is uninsured, the Program is the primary payer.
- A benefit card and information is provided to help clients and providers submit claims.

Note: The terms are subject to modification as the sponsoring organizations evaluate both the success of the program and the extent of remaining resources. Although guidelines, services and eligible practitioners for the American Red Cross mental health program and The September 11th Fund program differ, the coordinated effort is outlined here as one program to simplify the process for those seeking assistance. For more information about this program, visit www.9-11MentalHealth.org. For information regarding other 9/11-related services visit <http://www.sept11help.org/>. 12/10/03